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## Enterprise Computing System

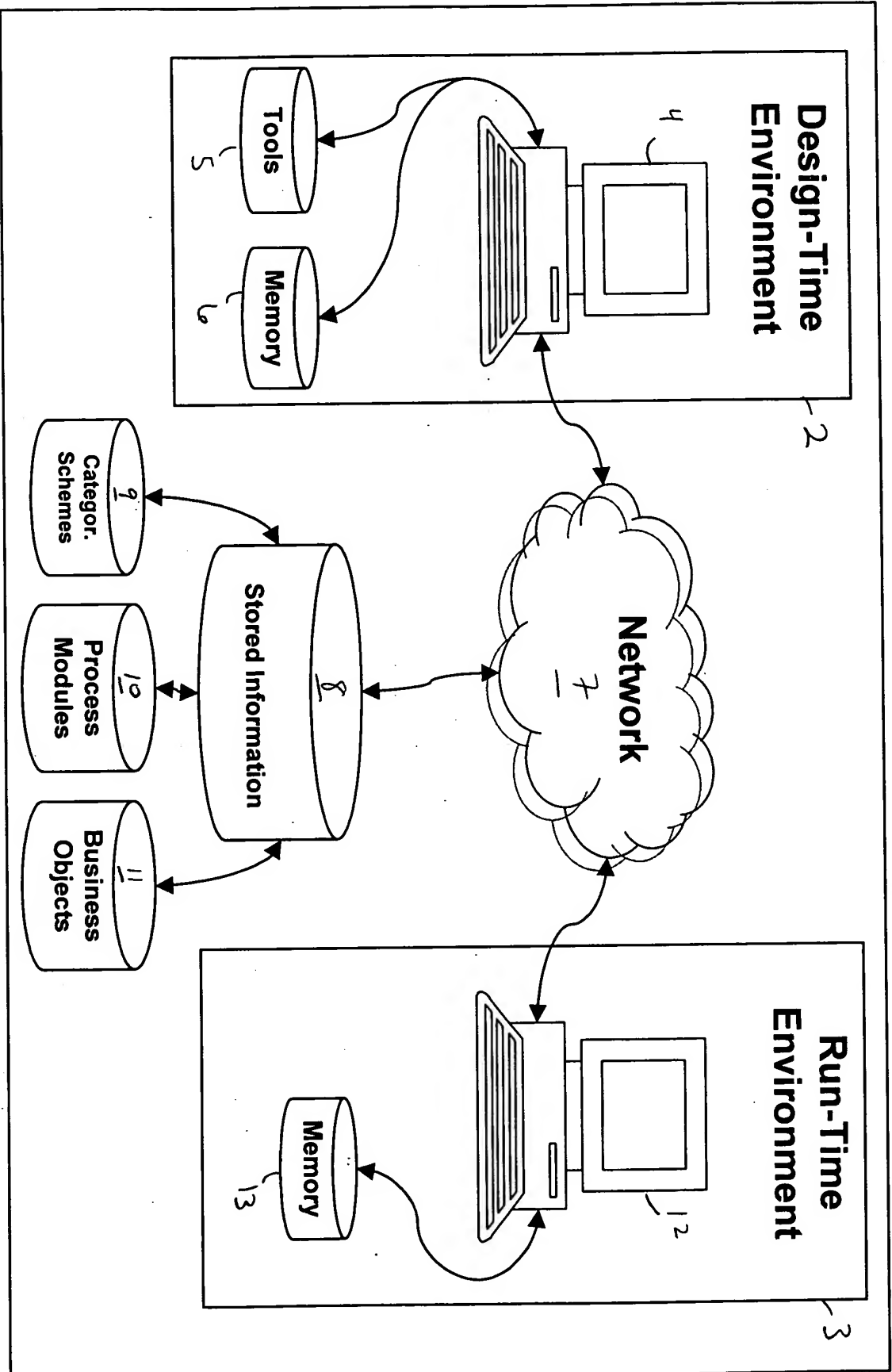


Fig. 1A

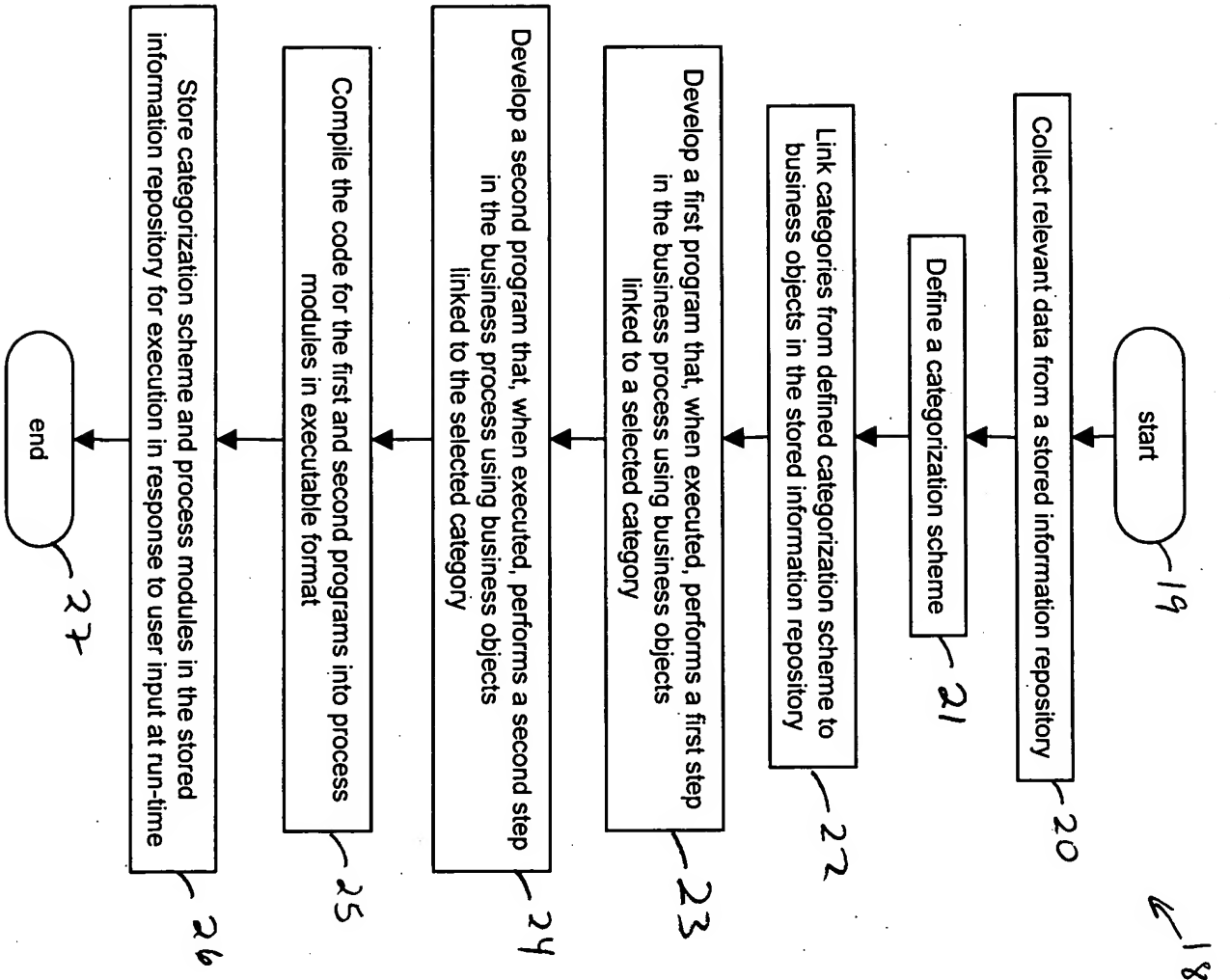
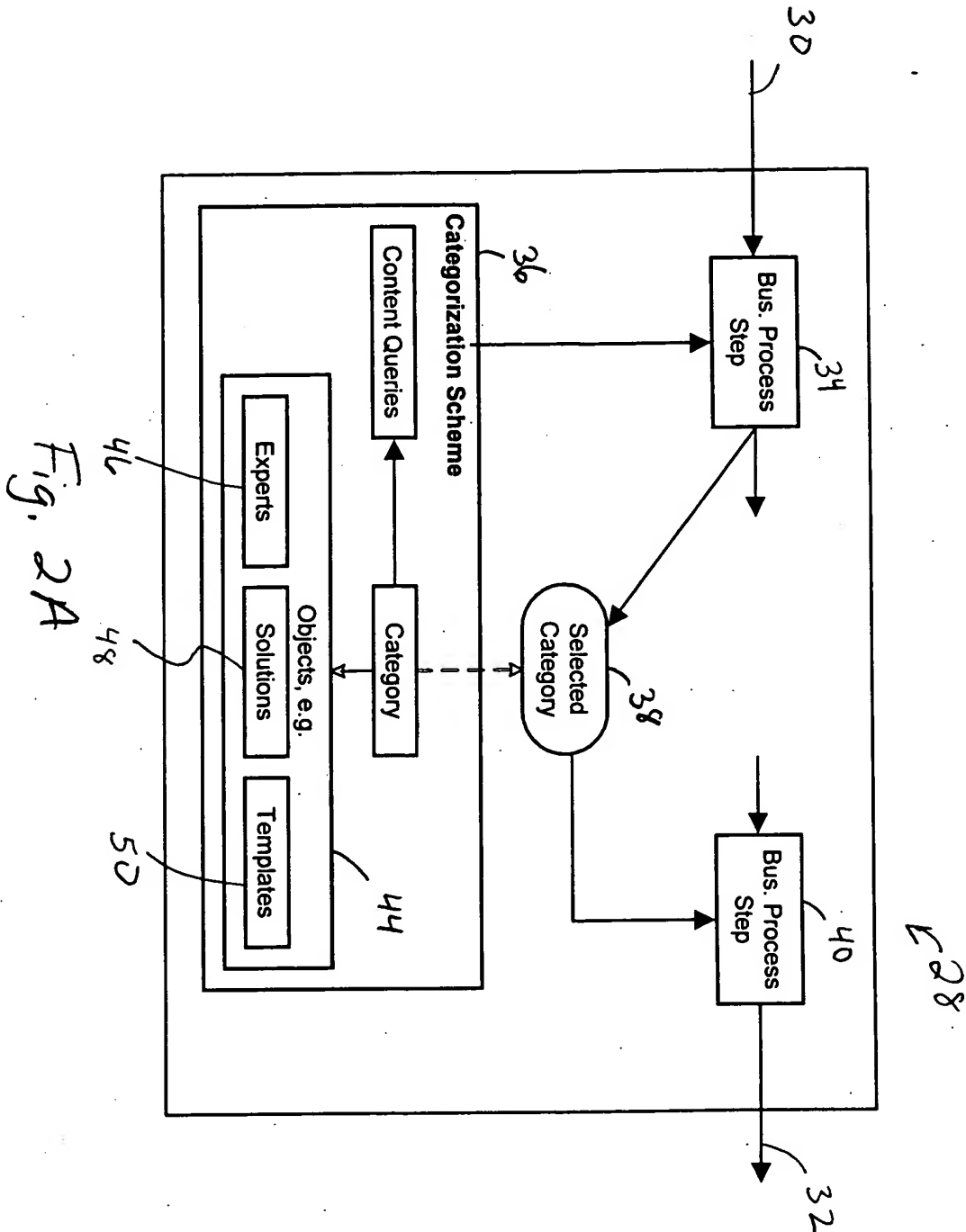


Fig. 18



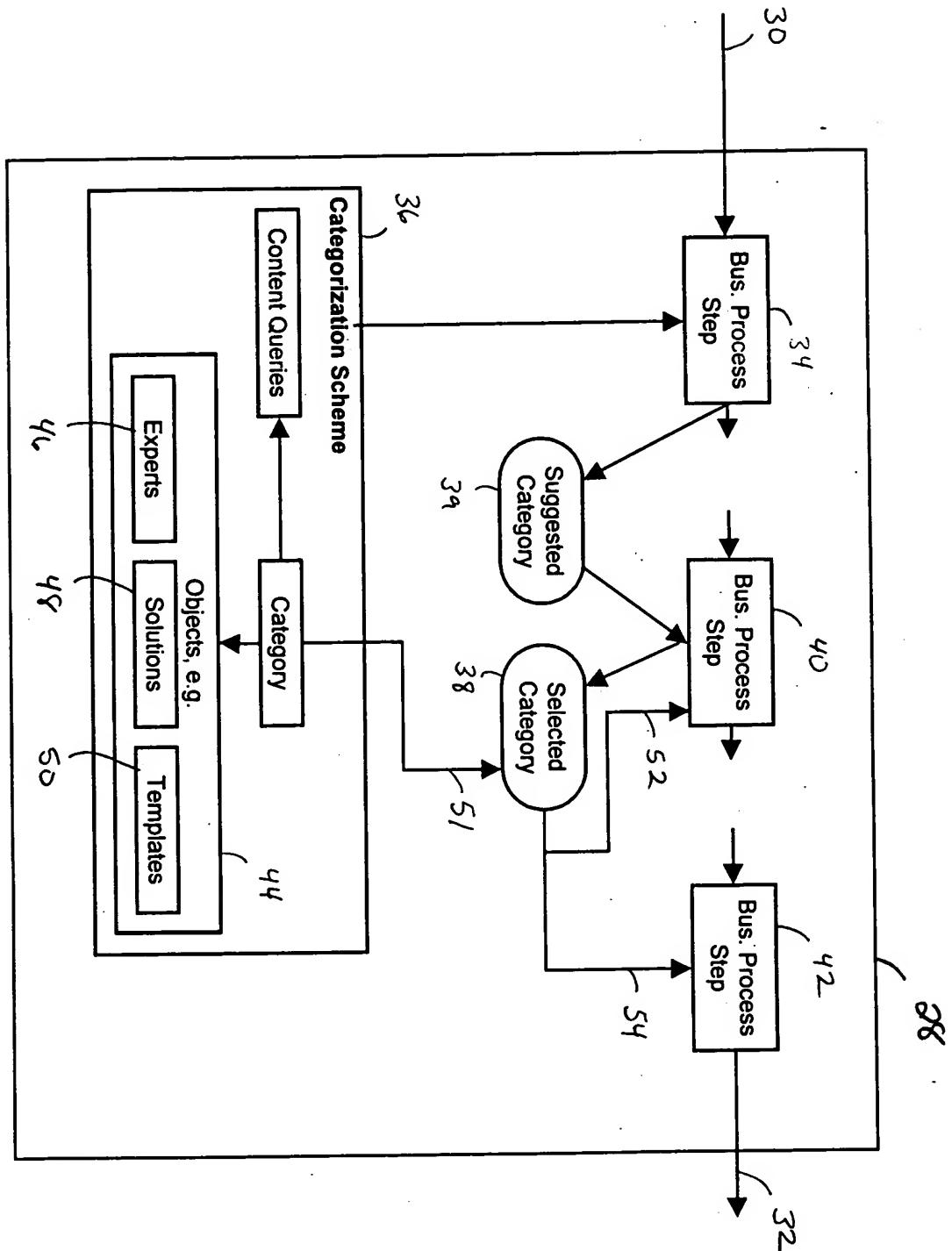


Fig. 2B

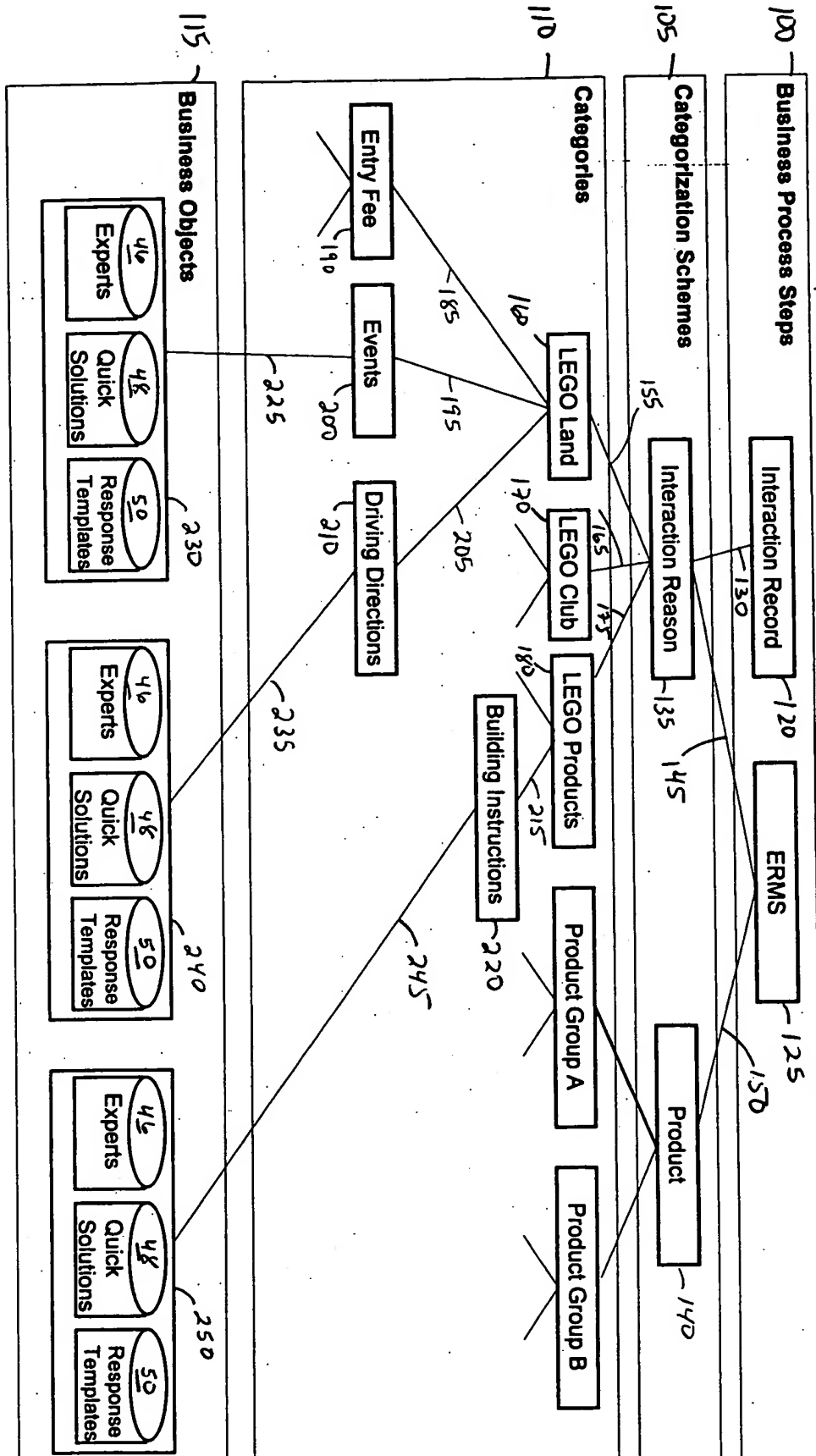


Fig. 3

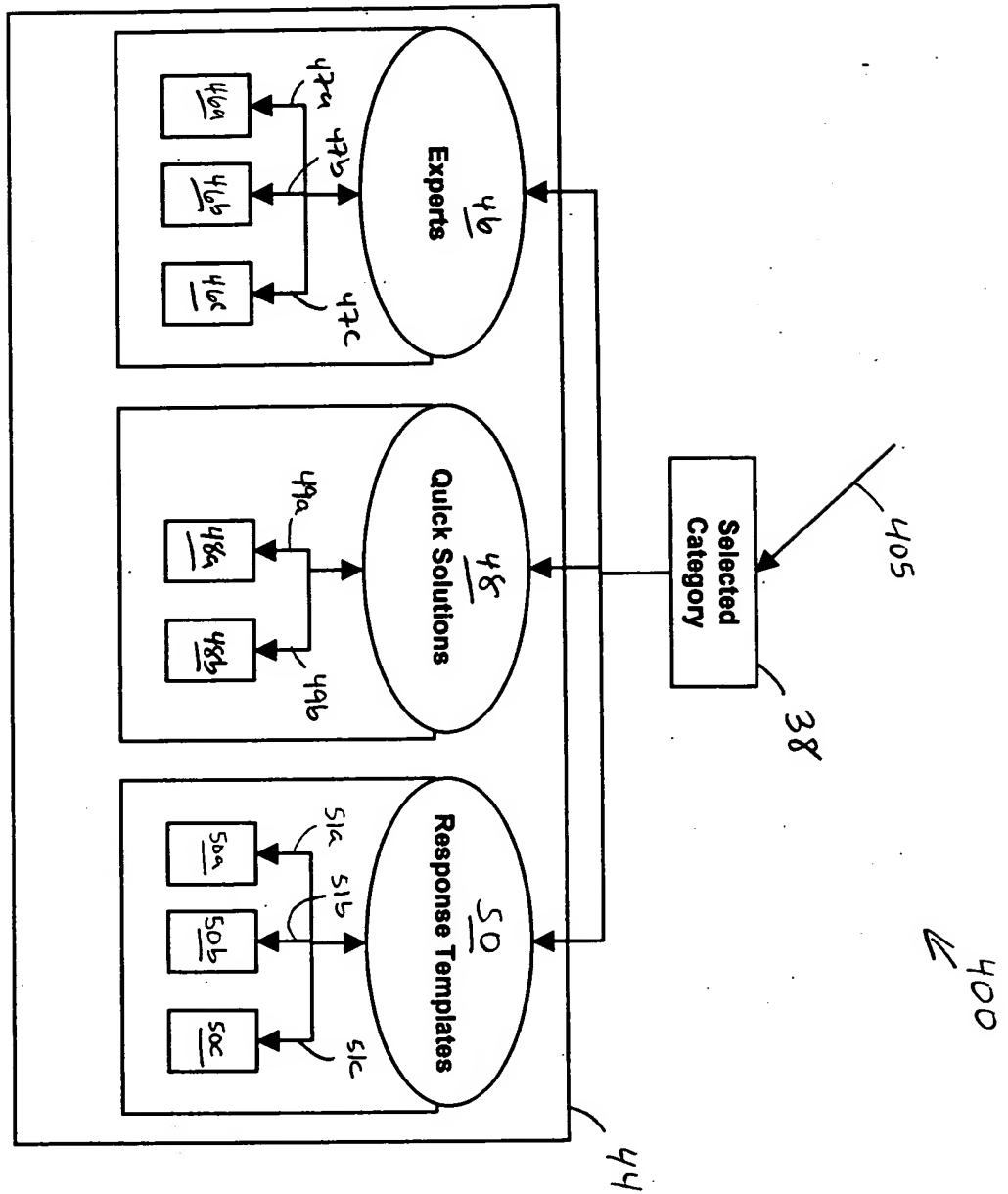


Fig. 4

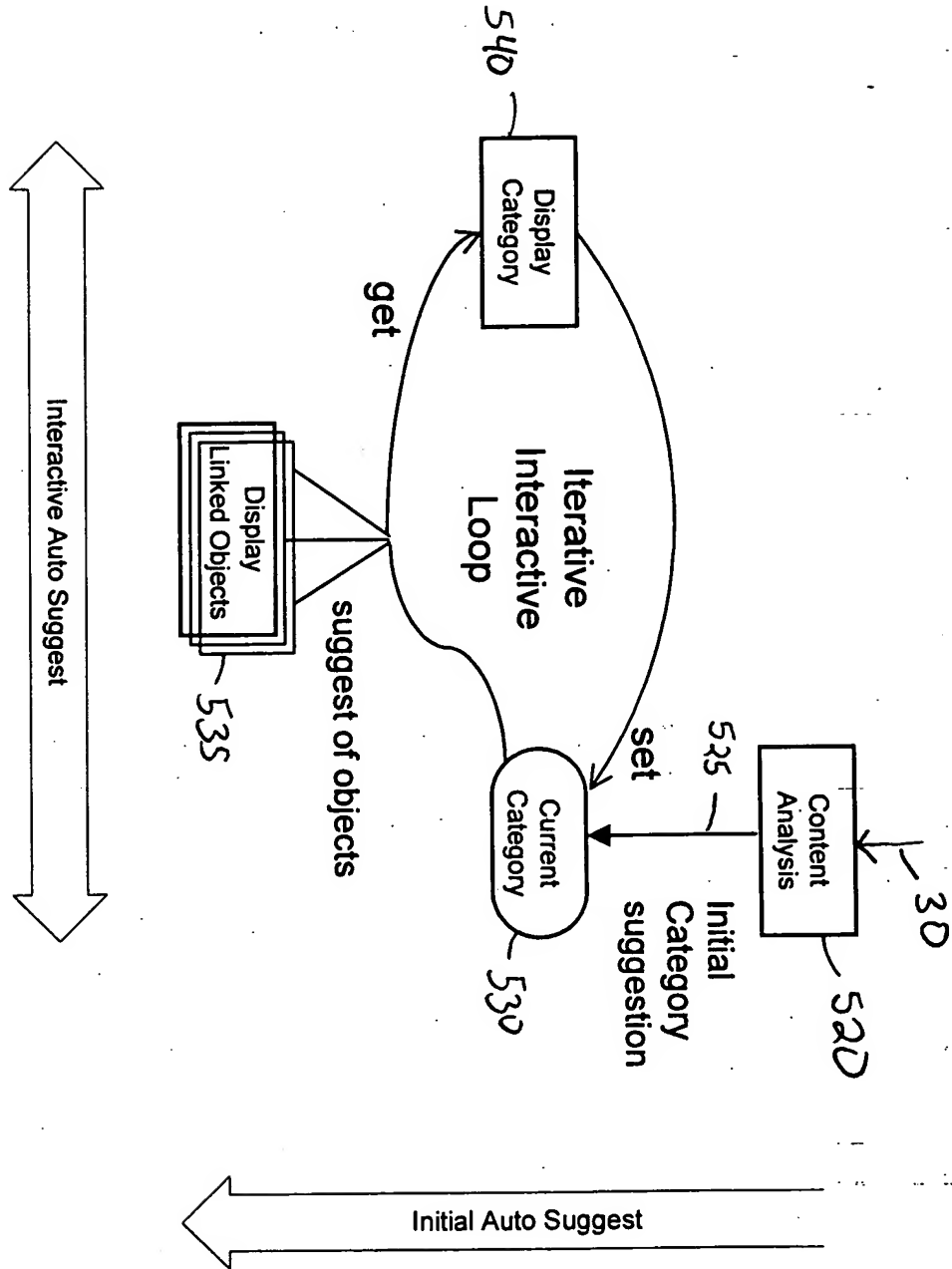


Fig. 5A



Applicant(s): Christopher Ronnewinkel

DESIGN-TIME CREATION OF RUN-TIME MODULES THAT

USE CATEGORIZATION

EV479290563US

Fig. 5B

Description	Priority / Status	Reason	Classification 1	Classification 2	Classification 3	Classification 4
	Very high	In Process	Apple	Pod	Playlists	

550

555

560

Applicant(s): Christopher Ronnewinkel

DESIGN-TIME CREATION OF RUN-TIME MODULES THAT  
USE CATEGORIZATION

EV479290563US

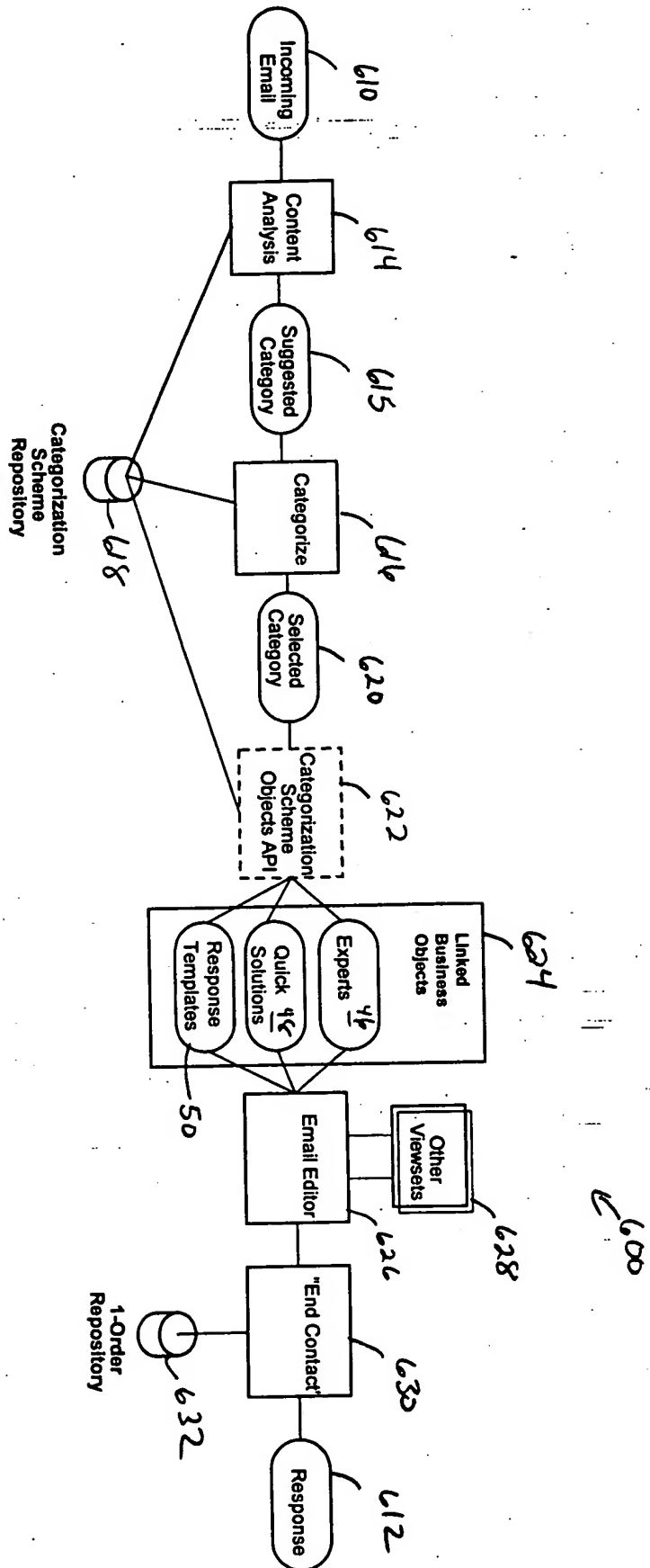


Fig. 6

Applicant(s): Christopher Ronnewinkel

DESIGN-TIME CREATION OF RUN-TIME MODULES THAT  
USE CATEGORIZATION

EV479290563US

**Bill Frissel**  
Martin Co. Ltd.

Accept Reject Transfer End Dial Pad

E-Mail

E-Mail

**Subject**  
Text type / Language  
Insert Standard Response

Re: Directions to LEGOLAND  
HTML English Go

7/35 PM

>Hi,  
>Please send me the directions to LEGOLAND California.  
>Thx, Bill Frissel

712

**E-Mail Header**

From: p1.castillo@lego.com  
Reply To: service@lego.com  
To: b.frissel@martin.net  
Cc:   
Bcc:   
Date/Time:   
Attachments:   
Document Title: Type:   
1/1

**Interaction Log**

Reason	Priority	Description	Status/Result
Directions	Medium	Directions to LEGOLAND	

Interaction Record

714

716

718

700

710

FIG. 7A

This time, P.J. documents  
the reason for interaction  
first.

Applicant(s): Christopher Ronnewinkel

DESIGN-TIME CREATION OF RUN-TIME MODULES THAT  
USE CATEGORIZATION

EV479290563US

Bill Fritsael  
Martin Co. Ltd.

Accept Reject Transfer End Dial Pad

E-Mail

E-Mail

Subject: Re: Directions to LEGOLAND

Text type / Language: HTML English

Insert Standard Response

Directions - LEGOLAND Billund  
Directions - LEGOLAND California  
Directions - LEGOLAND Deutschland  
Directions - LEGOLAND Windsor  
More Responses..

730

>Hi,  
>Please send me the directions to LEGOLAND California.  
>Thx, Bill Fritsael

Save Print

E-Mail Header

From: b.fritsael@lego.com  
Reply To: service@lego.com  
To: b.fritsael@martin.net  
Cc:  
Bcc:  
Date/Time:

Mail Outbound Connected 0:05 / 0:15 Ready

b.fritsael@martin.net

Not Ready

SAP

710 700

Document Title Type

Attachments

Interaction Log

Reason: Directions  
Priority: Medium  
Description: Directions to LEGOLAND  
Status/Result:

Interaction Record

Directions  
Medium  
Directions to LEGOLAND

FIG. 7B

Now, when P.J. opens the Standard Response pull down, he sees only the relevant responses. P.J. can search for more responses if he needs to.

P.J. chooses Directions to LEGOLAND California.

Bill Frissel  
Martin Co. Ltd.

Accept Reject Transfer End Dial Pad

E-Mail

E-Mail

Subject: 730 Re: Directions to LEGOLAND

Text type / Language: HTML English

Insert Standard Response: Directions - LEGOLAND California Go

Hi Bill,

Here are the directions:

LEGOLAND California is located in the seaside village of Carlsbad, just 30 minutes north of San Diego and one hour south of Anaheim.

From North San Diego County:

Take Coastal 5 South to Cannon Road East, and follow signs to LEGOLAND

From North San Diego County Inland:

Take 15 North or South to 78 West to 5 South, then take Cannon Road East and follow signs to LEGOLAND

From North San Diego South Bay Area:

Take 5 South to Cannon Road East, and follow signs to LEGOLAND

From East San Diego County, Hotel Circle:

Take 8 West to 5 North to Cannon Road East, then follow signs to LEGOLAND

712

710

760

SAP

Mail Outbound b.frissel@martin.net  
Connected 0:05 / 0:15 Ready

E-Mail Header

From: plcasill@lego.com

Reply To: service@lego.com

To: b.frissel@martin.net

Cc:

Bcc:

Date/Time:

Attachments

Document Title Type

1/1

Interaction Log

Interaction Record

Reason: Directions

Priority: Medium

Description: Directions to LEGOLAND

Status/Result:

Save Print

FIG. 7C

P.J. personalizes the message and sends it to Mr. Frissel.

Applicant(s): Christopher Ronnewinkel  
 DESIGN-TIME CREATION OF RUN-TIME MODULES THAT  
 USE CATEGORIZATION  
 EV479290563US

**Bill Friesel**  
**Martin Co. Ltd.**

**Accept** **Reject** **Transfer** **End** **Dial Pad**

**E-Mail**

**Subject**  
 Text type / Language  
 Insert Standard Response

**Re: Lego exclusive sets catalog request**  
 HTML English Go

Membership  
 Catalog Request  
 Subscription Enquiry  
 Publication request  
 Event list  
 Greeting  
 Order Status

**>Hi,**  
**>Please send me the prod**  
**>Lego sets.**  
**>Tnx, Bill Friesel**

**730-**

**712**

**Save** **Print**

**E-Mail Header**

**From** p.castillo@lego.com  
**Reply To** service@lego.com  
**To** b.friesel@martin.net  
**Cc**  
**Bcc**  
**Date/Time**

**Attachments**

**Document Title** **Type**

**1/1**

**Interaction Log**

**Reason**  
**Priority**  
**Description**  
**Status/Result**

**Interaction Record**

**Add** **Delete**

FIG. 8A

P.J. decides to look for a Standard Response. He does not see the response he is looking for in the short list, so he selects More Responses to access all of the Standard Responses available company wide.

718

710

700

Applicant(s): Christopher Ronnewinkel

DESIGN-TIME CREATION OF RUN-TIME MODULES THAT  
USE CATEGORIZATION

EV479290563US

Bill Fritsael  
Martin Co. Ltd.

Accept Reject Transfer End Dial Pad

E-Mail

More Responses - Search

Show me standard responses with

Interaction Reason  
With this title  
Language

Search Clear

Results

Title Category Created On Created By

Add to favorites Cancel

Mail Outbound Connected 0:05 / 0:15 Ready

b.fritsael@martin.net

Not Ready

SAP

810

812

700

FIG. 8B

P.J. wants to see what  
categories exist under  
Interaction Reason.

Applicant(s): Christopher Ronnewinkel

DESIGN-TIME CREATION OF RUN-TIME MODULES THAT  
USE CATEGORIZATION

EV479290563US

Bill Frissel  
Martin Co. Ltd.

Account Rejected Transfer End Dial Pad

E-Mail

More Responses - Search

Show me standard responses with

Interaction Reason  
With this title  
Language

Search Clear

Value Help Selection

Search Criteria

Interaction Reason  
Language

Search Clear Close

Search Criteria

Results

Item	Category	Count
170	LEGO Club	170
160	LEGO Land	160
210	• Driving Directions	210
190	• Entry Fee	190
200	• Events	200
180	LEGO Products	180

Relates to the exclusive ..  
Enquiries regarding the ..

Enquiries requesting ..  
Requests to clarify entry ..  
Request to know current ..  
Category enumerating the ..

Created By

Mail Outbound b.frissel@martin.net  
Connected 0:05 / 0:15 Ready

Not Ready

700

FIG. 8C

The tree of categories  
under Interaction  
Reason are displayed  
to P.J. and he selects  
Driving Directions.



**Bill Fritsnel**  
**Martin Co. Ltd.**

**Accept** **Reject** **Transfer** **End** **Dial Pad**

**E-Mail**

**More Responses - Search**

Show me standard responses with

Interaction Reason  
 With this title  
 Language

**Search** **Clear**

**Results**

Title	Category	Created On	Created By
Directions - LEGOLAND Billund	Directions		chavez
Directions - LEGOLAND California	Directions		chavez
Directions - LEGOLAND Deutschland	Directions		chavez
Directions - LEGOLAND Windsor	Directions		chavez

**Cancel**

**SAP**

**Mail Outbound**  
 Connected  
 0:05 / 0:15  
 Ready  
**Not Ready**

**b.fritsnel@martin.net**

**70D**

FIG. 8D


He searches based on the Category Driving Directions and sees the Standard Responses available under this category. He could also choose to search based on other Search Criteria

Applicant(s): Christopher Ronnewinkel

DESIGN-TIME CREATION OF RUN-TIME MODULES THAT  
USE CATEGORIZATION

EV479290563US

832

Bill Frissel Martin Co. Ltd.		Mail Outbound Connected		b.frissel@martin.net 0:05 / 0:15 Ready		SAP	
Accept	Reject	Transfer	End	Dial Pad			
E-Mail							
Standard Response - Detail							
Title	Directions LEGO Land California						
Category	Directions						
Created by	Chavez						
Created on	09.25.2003						
E-Mail							
Preview							
 <p>Hi Bill,</p> <p>Here are the directions:</p> <p>LEGOLAND California is located in the seaside village of Carlsbad, just 30 minutes north of San Diego and one hour south of Anaheim.</p> <p>From North San Diego County:</p> <p>Take Coastal 5 South to Cannon Road East, and follow signs to LEGOLAND</p> <p>From North San Diego County Inland:</p> <p>Take 15 North or South to 78 West to 6 South, then take Cannon Road East and follow signs to LEGOLAND</p> <p>From North San Diego South Bay Area:</p> <p>Take 6 South to Cannon Road East, and follow signs to LEGOLAND</p> <p>From East San Diego County/Hotel Circle:</p> <p>Take 6 West to 6 North to Cannon Road East, then follow signs to LEGOLAND</p> <p>Thanks and best regards,</p> <p>P.J. Costello</p> <p>Customer Service Representative</p>							

830

FIG. 8E

After reading the description, P.J. decides to insert this response into her email.

Bill Frissel  
Martin Co. Ltd

Accept Reject Transfer End Del Pad

E-Mail

E-Mail

Subject: Re: Directions to LEGOLAND

Text type / Language: HTML English

Insert Standard Response: Directions - LEGOLAND California

Go

Hi Bill,

Here are the directions:

LEGOLAND® California is located in the seaside village of Carlsbad, just 30 minutes north of San Diego and one hour south of Anaheim.

From North San Diego County:

Take Coastal 5 South to Cannon Road East, and follow signs to LEGOLAND

From North San Diego County Inland:

Take 15 North or South to 78 West to 5 South, then take Cannon Road East and follow signs to LEGOLAND

From North San Diego South Bay Area:

Take 5 South to Cannon Road East, and follow signs to LEGOLAND

From East San Diego County, Hotel Circle:

Take 8 West to 5 North to Cannon Road East, then follow signs to LEGOLAND

7/10 7:36 PM

E-Mail Header

From: b.castling@lego.com

Reply To: services@lego.com

To: b.frissel@martin.net

Cc:

Bcc:

Date/Time:

Attachments:

Document Title: Type: 1/1

Interaction Log

Reason: Directions

Priority: Medium

Description: Directions to LEGOLAND

Status/Result:

Interaction Record

Save Print

710 700

718

FIG. 81

P.J. personalizes the message and sends it to Mr. Frissel.

<input type="checkbox"/> Accept <input type="checkbox"/> Reject <input type="checkbox"/> Transfer <input type="checkbox"/> End <input type="checkbox"/> Dial Pad	<b>Bill Frissel</b> Martin Co. Ltd.  E-Mail	<p>Mail Outbound    b.frissel@martin.net          Connected    0:05 / 0:15    Ready</p>
--	--	---

---

E-Mail

**Subject:**

Re: KRIKORI NUI building Instructions

**Text type / Language**

HTML    English

**Insert Standard Response**

Go

**From:** pl.castillo@hpcc.com

**To:** service@leigo.com

**Cc:** b.frissel@martin.net

**Bcc:**

**Date/Time:**

**Attachments:**

>Hi,

>Could you please send me the KRIKORI NUI building instructions?

>Thx, Bill Frissel

912

Save
Print

---

**Interaction Log**

**Document Title:** Building Instructions - KRIKORI NUI

**Type:** Medium

**Description:** KRIKORI NUI building Instructions

**Status/Result:**

☐ Add
 ☐ Delete

**Interaction Record**

920

**SAP**

**Bill Frissel**  
Martin Co. Ltd.

**2 Automatically Proposed Solutions Available**

Mail Outbound Connected 0:05 / 0:15 b.frissel@martin.net Ready

Not Ready

**E-Mail**

**E-Mail**

**E-Mail**

**Subject** Re: KRIKORI NUI building instructions

**Text type / Language** HTML English Go

**Insert Standard Response**

>Hi,  
>Could you please send me the KRIKORI NUI building  
>instructions?  
>Thx, Bill Frissel

**E-Mail Header**

**From** p1.casillco@lego.com

**Reply To** service@lego.com

**To** b.frissel@martin.net

**Cc**

**Bcc**

**Date/Time**

**Attachments**

**Document Title** Type

1/1

**Interaction Log**

**Interaction Record**

**Reason** Building Instructions - KRIKORI NUI

**Priority** Medium

**Description** KRIKORI NUI building instructions

**Status/Result**

**Save** **Print**

FIG. 9B

718

Immediately, PJ is alerted  
that the system has  
located some Solutions  
that may be helpful.



Applicant(s): Christopher Ronnewinkel  
 DESIGN-TIME CREATION OF RUN-TIME MODULES THAT  
 USE CATEGORIZATION  
 EV479290563US

**Bill Frissel**  
 Martin Co. Ltd.

**2 Automatically Proposed Solutions Available**

Mail Outbound Connected 0:05 / 0:15 Ready  
 b.frissel@martin.net

**Accept** **Reject** **Transfer** **Hold** **Unhold** **Hang Up** **Dial** **Transfer** **End** **Dial Pad**

**Knowledge Search** 932

**Search Criteria**

**Text Search | Attribute Search**

Database  Language

Search Terms  **Paste** **Import from Scratch Pad**

Kirkort nul building instructions

**Exact Phrase**

**Exclude Terms**

**Search** **Clear**

**Search Refinement**

**Search Results**

**Title** **Relevancy**

☒ Kirkort Nul step-by-step building instructions 100%

☐ Kirkort Nul product description 85%

**Add to Cart** **Show Suggestions** **Hide Suggestions**

**Cart**

**Title** **Feedback** **Status**

☒ Kirkort Nul step-by-step building ins. **Successful**

**Export to Case** **Remove**

1/1

FIG. 9C

P.J. is happy to see the document he wants automatically proposed to him. He adds it to his cart and emails it.

**Bill Frissel**  
Martin Co. Ltd.

☐ Accept ☐ Reject ☐ Transfer ☐ End ☐ Dial Pad

**E-Mail**

**Subject** 730 **Re:** KRIKORI NUI building instructions  
**Text type / Language** HTML **English**  
**Insert Standard Response** building instructions request **Go**

**E-Mail**

**Mr. Frissel,**  
The building instructions you requested are attached. Have fun building with LEGO!

**Kind Regards,**  
PJ Castillo  
Customer Service Representative

>Hi,  
>Please send me the product catalogue for the exclusive  
>Lego sets.  
>Tx, Bill Frissel

**Attachments**

**Document Title** LEGO Krikori Nui building instructions **Type** 1/1

**Interaction Log**

**Interaction Record**

Reason	Priority	Description	Status/Result
Building Instructions - KRIKORI NUI	Medium	KRIKORI NUI building instructions	

**Save** **Print**

FIG. 9D

- Predefines rules populate email with an auto-response
- If auto response is incorrect the agent can delete email and start over
- Body of email remains editable so agents can add or remove additional info.

P.J. personalizes the email and sends it to Mr. Frissel.

EV479290563US

FIG. 10



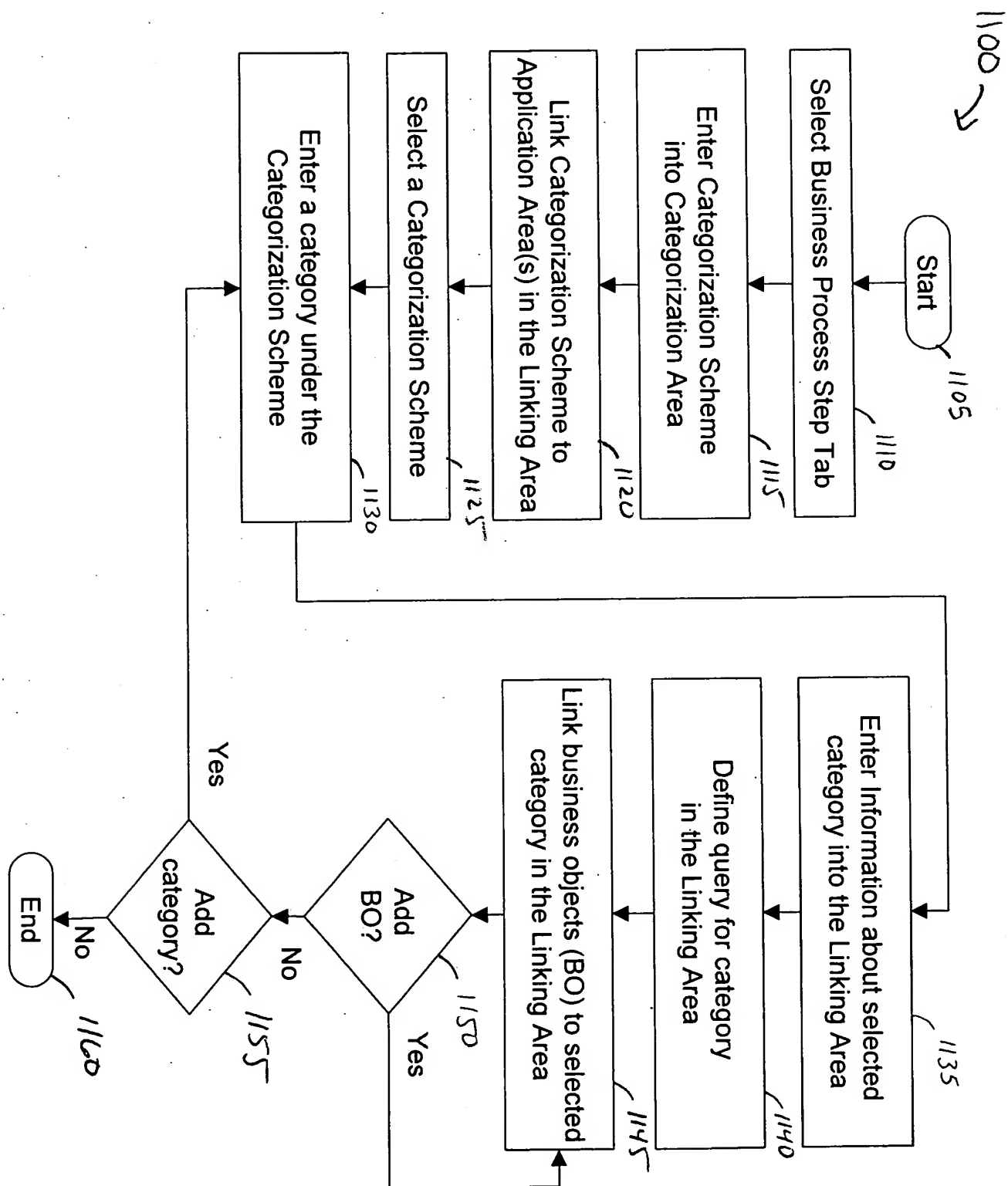


Fig. 11